

**CLASSIFICATION:** SUPERVISOR, BENEFITS ADJUDICATION UNIT

**Class Code:** 8610-24

**Date Established:** 09-26-00

**Occupational Code:** 7-7-3

**Date of Last Revision:** 01-06-16

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To supervise, plan, coordinate, and evaluate unemployment compensation services within the Benefit Adjudication Unit in accordance with state and federal laws and regulations and departmental policy.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Coordinates and monitors programs of employment and unemployment compensation services to assist the public and to insure quality delivery of services.
- Manages work assignments, staffing and programs in the Benefit Adjudication Unit.
- Plans and conducts staff training sessions and conferences to achieve program objectives and new and revised procedures.
- Analyzes progress reports, workloads, statistics and unit conferences to coordinate effective unit operations.
- Reviews, prepares, and makes decisions on unit programs and operation effectiveness.
- Supervises and directs staff responsible for unemployment compensation claims taking, processing and adjudication of intrastate, interstate, combined wage, federal and military claims and other federal UI programs to ensure proper and timely payment of benefits.
- Trains, allocates and transfers staff to meet normal and emergency workload conditions.
- Supervises staff responsible for answering inquiries from claimants, employers, other departmental sections and the public to ensure accurate information is provided.
- Monitors claims taking and adjudication activities for determining eligibility for unemployment compensation benefits in order to ensure equal and consistent application of law, rules, and policies.
- Oversees Unemployment Compensation programs to insure proper program operation and to identify areas in need of corrective action.
- Identifies problems and proposes solutions for the claims taking and adjudication components of the UI Program in order to identify staff training needs, and recommend changes to unemployment compensation law, rules and policies.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

**Supervision:** Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and terminating employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires reviewing summaries and reports and making management level decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

**Complexity:** Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

**Independent Action:** Requires independent judgment in planning and evaluating work procedures and in supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Five years of experience in the field of personnel, business management or public administration, including at least one (1) year supervisory experience. Supervisory experience includes assigning and overseeing employees' work, conducting performance evaluations, approving leave and recommending hiring and/or firing. Each additional year of approved work experience may be substituted for one year of formal education.

**License/Certification:** Possession of a valid New Hampshire driver's license and/or have access to transportation for statewide travel.

#### **SPECIAL REQUIREMENTS:**

For appointment consideration, the Supervisor BAU applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

**RECOMMENDED WORK TRAITS:** Knowledge of federal and state laws and regulations governing the programs to which assigned, and of federal and community resources and organizations. Working knowledge of research and planning methods and planning techniques. Ability to communicate tactfully and effectively both orally and in writing. Ability to understand and interpret the functional interrelationship of policy, regulations and procedures and to evaluate the impact on programs, service delivery, clients and staff. Ability to detect and define problem areas and causes and to create and develop effective solutions, including the exercise of sound judgment in evaluating situations, planning action, making decisions and setting priorities. Ability to work independently to develop new or alternative approaches to meet changing and variable conditions. Ability to work independently. Ability to communicate effectively and establish and maintain effective relationships with co-workers, employees, employers, government or community organizations, and the general public. Ability to use a variety of electronic and telecommunications equipment including personal computers. Proficiency in Internet applications requiring data entry, links, browser and search functions. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.